

Houston FEB Update

Update #2

Petroleum Impacts:

- Additional refineries closures occurred since August 30, 2017, but refineries in Corpus Christi, Texas (TX) are starting the process to re-open. These refineries do not provide gasoline to the Colonial Pipeline system.
- The Department of Energy authorized the Strategic Petroleum Reserve (SPR) to negotiate and execute an emergency exchange agreement with the Phillips 66 Lake Charles Refinery. This decision will authorize 200,000 barrels of sweet crude oil and 300,000 barrels of sour crude oil to be drawn down from SPR's West Hackberry, Louisiana (LA) site and delivered via pipeline to the Phillips 66 refinery
- The Colonial Pipeline reported that both lines, Line 1 that moves gasoline and Line 2 that move diesel, gasoline, and jet fuel, are operational and deliveries are described as intermittent and dependent upon supply. The Colonial Pipeline Company estimates that supply out of Houston may recommence on Sunday, September 3, 2017, which would alleviate much of the concern. The Explorer Pipeline shuttered parts of their operations because of a lack of supply. Operations are expected to resume on Friday, September 1, 2017, when supply should generate sufficient pressure. The Colonial Pipeline is the critical petroleum pipelines in the area The Colonial Pipeline moves 2.5 million barrels per day of product from the Gulf Coast to the southeastern United States and up to the New York City area. This total represents about one-half of the total product used along the East Coast.

Useful info from previous emails:

- Sheltering and Immediate Assistance Available after Hurricane Harvey <https://www.fema.gov/news-release/2017/08/30/sheltering-and-immediate-assistance-available-after-hurricane-harvey>
- EZTAG announced Tolls remain waived on the entire Harris County toll system until further notice.
- Know of a resident in a shelter that needs a sign language interpreter? contact the Harvey Interpreter Hotline tel:[281-845-4443](tel:281-845-4443)
- FLOOD TIP: disinfect items that touch floodwaters: 1 cup bleach/5 gallons CLEAN water. Trash whatever can't be washed.
- Metro Update with Additional Routes METRO Resumes with Limited Services, see route information and frequency at: <https://content.govdelivery.com/accounts/TXMETRO/bulletins/1b427b6>
- Galveston Ferry is running today with two boats and they are reporting only minimal wait times on both sides.
- FAA warns drone operators that flying an unauthorized drone could interfere with local, state and federal rescue and recovery missions. You could be subject to significant fines if you interfere with emergency response operations. [Flying a drone](#) without authorization in or near the disaster area may violate federal, state, or local laws and ordinances, even if a TFR is not in place. Allow first responders to save lives and property without interference.
- US Office of Personnel Management is permitting solicitation of charitable contributions outside the CFC for organizations assisting those impacted by Hurricane Harvey (details sent in separate email). See your agency for guidance.

- Floating colonies of fire ants (as many as 500,000 in a group) are banding together to stay afloat in flood-wracked Houston; they bite! So be aware of your surroundings when wading through flooded areas.
- With its app working in Houston again, Uber offers free rides to and from shelters (up to \$50 per trip). Thank you!
- People in the Iverness Forest Subdivision are urged to boil their water due to possible contamination from flooding; this includes water for pets, and any other use. (Harris County OEM)
- City of Houston Health Dept has coordinated an emergency preparedness cookbook helps turn your emergency food supply into life-saving meals. It is available in 6 languages. English: http://www.houstontx.gov/health/OSP/English_cookbook.pdf
- A hurricane-specific resource collection is offered through the Disaster Behavioral Health Information Series (DBHIS) from the SAMHSA Disaster Technical Assistance Center (DTAC). A flood-specific resource collection is also available. Learn more about floods and emotional distress (<https://www.samhsa.gov/find-help/disaster-distress-helpline/disaster-types/floods>). SAMHSA also offers the following tip sheets on coping, stress, and trauma after hurricanes and other disasters (<https://www.samhsa.gov/dbhis-collections/disaster-specific-resources?term=Hurricane-DBHIS>):
 - Tips for Talking With and Helping Children and Youth Cope After a Disaster or Traumatic Event: A Guide for Parents, Caregivers, and Teachers – 2012 covers signs of stress reactions in different age groups and how to help. <https://store.samhsa.gov/product/Tips-for-Talking-With-and-Helping-Children-and-Youth-Cope-After-a-Disaster-or-Traumatic-Event-A-Guide-for-Parents-Caregivers-and-Teachers/SMA12-4732>
 - Tips for Disaster Responders: Preventing and Managing Stress – 2014 includes strategies to help disaster responders prevent and manage stress during assignments. This tip sheet is also available in Spanish. <https://store.samhsa.gov/product/Preventing-and-Managing-Stress/SMA14-4873>
 - Tips for Survivors of a Disaster or Other Traumatic Event: Managing Stress – 2013 discusses stress-relief strategies and when to seek professional help. This tip sheet is also available in Spanish. <https://store.samhsa.gov/shin/content/SMA13-4776/SMA13-4776.pdf>
- City of Houston: Curfew in Effect from Midnight - 5am until Further Notice
- Veterans needing prescriptions filled: present to CVS or HEB with your VA ID card & prescription bottle ask the pharmacist to call Heritage Health Solutions [866-265-0124](tel:866-265-0124), Mon-Fri, 7:00 a.m.-9:00 p.m., Saturday 10:00 a.m.-3:00 p.m. Representative will qualify the request by asking a few questions. No controlled medications will be processed. If you have a controlled medication needing refilled, contact your provider or call the Telecare Pharmacy, [800-639-5137](tel:800-639-5137) Mon-Fri 7:30 a.m. -4:00 p.m.
- There are disturbing reports that people impersonating Homeland Security Investigations (HSI) special agents are knocking on doors in the Houston area telling residents to evacuate -- presumably so these imposters can rob the empty homes. Real HSI officials wear badges that are labeled "special agent," which members of the public can ask to see and verify. ICE officers with Enforcement and Removal Operations (ERO) also wear badges labeled with ERO Officer. They also carry credentials with their name and organization. Members of the public who receive such visitors should ask to see these properly labeled badges, and their credentials. Houston Office of Emergency Management warns, ***To report suspicious activity or individuals you believe are impersonating ICE officials, members of the public should immediately contact ICE toll free at [866-347-2423](tel:866-347-2423).***
- Harris County District Attorney released a statement saying that looters will face more time for crimes committed in a disaster area!
- Oklahoma's OG&E just sent a fleet of trucks and linemen toward Houston to assist with power restoration! (guess we're connected in a few ways)
- When in doubt, throw it out: Throw all foods that were contaminated or came in contact with floodwaters.
- If anyone needs high ground for horses, there is a private individual offering to allow pasture access with the invite that if you want to stay with your horses, you can bring a trailer. They are 3-1/2 hrs north and only want mares and geldings. I would suggest you strenuously vet someone you don't know! Some people just want to help, others have other motives. This is provided for you to determine: [936-201-6642](tel:936-201-6642) Ralph & Tamara Hampton.

- Lost Dogs of Texas is maintaining several active Facebook pages documenting pets they've found amid the storm. Here is some information (with photos included) on animals found Coast Bend area at: <https://www.facebook.com/TexasHurricaneHarveyPets/> and those in the Houston area at <https://www.facebook.com/HurricaneHarveyLostAndFoundPetsHouston/>.
- CDC source: Hurricane-related and emergency response materials regarding mold.
 - Mold Prevention Strategies and Possible Health Effects in the Aftermath of Hurricanes and Major Floods. MMWR June 9, 2006; 55(RR08):1-27. How to limit exposure to mold and identify and prevent mold-related health effects after major hurricanes and floods.
 - Mold After a Disaster FAQs and Emergency Preparedness and Response resources for flood-damaged homes.
 - Health Concerns Associated with Mold in Water-Damaged Homes After Hurricanes Katrina and Rita — New Orleans Area, Louisiana, October 2005. MMWR January 20, 2006;55(02):41-44. Report: Hurricanes Katrina and Rita caused extensive mold damage in buildings. PDF[541 – KB]
 - Population-Specific Recommendations for Protection From Exposure to Mold in Buildings Flooded After Hurricanes Katrina and Rita, by Specific Activity and Risk Factor[PDF – 156 KB] Guidelines and chart showing how people particularly sensitive to mold can protect themselves.
- State of Texas source: In addition to the Federal Agencies' Employee Assistance Program (EAP) Coordinators (who can be accessed at <https://www.opm.gov/cclcontact/>), the Texas Dept of State Health offers the following: It is normal to experience different and strong emotions during and after a disaster:
 - Stress, anxiety, and other depression-like symptoms are common reactions.
 - Get help by calling 2-1-1 and selecting option 8, or visiting www.211texas.org.
 - Text with a counselor by texting HOME to 741741.
 - Find more mental health resources and information.
- Abandoned vehicles were towed (if they were scooped up before covered with water. Any employees who had vehicles towed can visit <http://findmytowedcar.com> or call [713.308.8580](tel:713.308.8580)
- Please report storm damage to 3-1-1 (through their app, website: Houston311.org, or call 311)
- Transtar wants to remind everyone to NOT rely on your traffic app to tell you which roads are clear. Harris County has found numerous motorists led astray by this means.
- FEEA offers disaster relief grants to eligible federal employees when these disasters strike. Grant application package is at: https://feea.org/wp-content/uploads/2017/08/grant_app_package_8-17.pdf

From the City of Houston Emergency Information Center

For emergencies call 911.

For non-emergencies call HPD at [713-884-3131](tel:713-884-3131).

LOCATE LOVED ONES: To find family or friends or to register yourself as safe, visit the [@redcross](https://redcross.org) Safe & Well site: <https://safeandwell.communityos.org/cms/>.

FATALITIES

- The Harris County Institute of Forensic Sciences is maintaining a list of Hurricane Harvey-related deaths. Visit their website at <https://ifs.harriscountytexas.gov/Pages/MissingPersons.aspx> to check the list .
- To report the location of a body, call 911. Please do not attempt to move or disturb the body in any way.

FEMA ASSISTANCE

- Register online at www.DisasterAssistance.gov. If you are unable to access the internet, call [1-800-621-3362](tel:1-800-621-3362).

- Download the [FEMA Mobile App](#) to receive alerts from the National Weather Service, get safety and survival tips, customize your emergency checklist, and find your local shelter.

FOOD ASSISTANCE

- For a list of food pantries and other food assistance, contact the Houston Food Bank at www.houstonfoodbank.org/services/if-you-need-food, or call [832-369-9390](tel:832-369-9390).
- For disaster food stamp benefits, reach the Disaster Supplemental Nutrition Assistance Program (DSNAP) at [1-877-541-7905](tel:1-877-541-7905).

CITY OF HOUSTON 311 HELP AND INFORMATION LINE

Phone: 311 or [713-837-0311](tel:713-837-0311)

City TDD: [713-837-0215](tel:713-837-0215)

Email: 311@houstontx.gov

Website: www.houstontx.gov/311/

Smartphone App – Available at App Store & Google Play

To request information about:

- Food assistance
- Water safety concerns
- Referrals to shelters
- Heat emergencies
- Trash pickup schedules
- Evacuation registration
- City curfew

To report:

- Flood damage to your home
- Flood hazards
- Illegal dumping
- Traffic signal outage
- Potholes

HEALTH INFORMATION

The Houston Health Department urges people impacted by Harvey flooding to take steps to stay safe and healthy. Good hygiene and food safety are of utmost importance:

- Practice good hygiene such as handwashing after any contact with floodwaters. Wash children's hands frequently, especially before meals.
- Do not allow children to play in floodwater areas.
- Do not eat any food that was in contact with floodwaters.

People who experienced flooding but are now able to enter their homes safely can begin cleaning and sanitizing their homes.

- If rain or floodwaters got into your home, take steps to prevent mold growth. First, wash surfaces with soap and warm clean water to remove dirt and debris. Next, sanitize surfaces with

household bleach. Clean it with a solution of 1 cup household liquid bleach per 5 gallons of water. Remember:

- Keep children and pets out of the affected area until cleanup has been completed.
- Remove and discard items that cannot be washed and disinfected (such as, mattresses, carpeting, carpet padding, rugs, upholstered furniture, cosmetics, stuffed animals, baby toys, pillows, foam-rubber items, books, wall coverings, and most paper products).
- Remove and discard drywall and insulation that has been contaminated with sewage or flood waters.
- Thoroughly clean all hard surfaces (such as flooring, concrete, molding, wood and metal furniture, countertops, appliances, sinks, and other plumbing fixtures) with hot water and laundry or dish detergent.
- Help the drying process by using fans, air conditioning units, and dehumidifiers.

STORM DEBRIS COLLECTION

Storm debris will be collected on an ongoing basis until further notice. Please place debris at the curb separated into the following piles:

- Leaves, logs, plants, tree branches (do not bag).
- Construction & demolition material - carpet, drywall, furniture, lumber, mattresses
- Appliances – dishwashers, freezers, refrigerators, stoves, washers, dryers, water heaters
- Electronics – computers, radios, stereos, televisions, other devices with a cord.
- Household Hazardous Waste – cleaning supplies, batteries, lawn chemical, oils, oil-based paints, stains and pesticide

Neighborhood Depositories

Neighborhood depositories will be open 7-days a week from 10 a.m. - 7 p.m. until further notice.

- North - 9003 N Main 77022
- Northwest - 14400 Sommermeyer 77041
- Northeast - 5565 Kirkpatrick 77028
- Southeast - 2240 Central Street 77017
- South - 5100 Sunbeam 77033
- Southwest - 10785 SW Freeway 77074

No household garbage, electronics or household hazardous waste is accepted at the neighborhood depository locations. No pets are allowed on the premises.

Customers must provide the following at the Neighborhood Depository Locations*:

- A current Texas Driver's license or State Issued I.D.
- A current utility bill or city property tax receipt.

* Addresses and names on all presented documents must match and electronic records are NOT accepted. No proof of residency is required for recycling only.

Garbage Collection Schedule

Normal collection services will resume on the schedule as follows:

- Thurs., Aug. 31, 2017 - normal collection schedule

- Friday, Sept. 1, 2017 – normal collection schedule
- Mon., Sept. 4, 2017 - no collection for Labor Day
- Tues., Sept. 5, 2017 - Monday's garbage will be collected
- Wed., Sept. 6, 2017 - Tuesday's garbage will be collected
- Thurs., Sept. 7, 2017 - normal garbage schedule resumes

Recycling Collection

Curbside single stream recycling collection will be suspended until further notice. Customers may bring recyclables to neighborhood depository locations or the Westpark Recycling Center located at 5900 Westpark, Mon.-Sat., 8 a.m. – 5 p.m. Closed Sept. 4 for Labor Day.

Yard, Junk, And Tree Waste Collection

Yard, junk, and tree waste collections will be suspended until further notice due to the need of extra personnel for debris collection related to disaster recovery.

For more information, visit www.HoustonSolidWaste.org or call 3-1-1.

CONSUMER PROTECTION

Be cautious of those in the criminal element who are trying to feed on the misfortune of others.

- To report price gouging, suspected contractor scams and other types of consumer exploitation, contact the Texas Attorney General at consumeremergency@oag.texas.gov or call [800-621-0508](tel:800-621-0508).
- To verify organizations requesting donations for Hurricane Harvey relief, visit either the Texas Voluntary Organizations Active in Disaster website for a list of vetted disaster relief organizations at <https://txvoad.communityos.org/cms/node/104> or the National Voluntary Organizations Active in Disaster website at <https://www.nvoad.org>.

September 1, 2017